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ABSTRACT

A survey of area employers was conducted by Los Angeles City College in Fall 1979 to determine: (1) the skill requirements for entry-level secretarial and clerical workers, (2) the salaries earned by these employees, (3) the word processing equipment commonly used by employers, (4) future employment trends in secretarial/clerical fields, and (5) employee interest in enrolling in community college business courses. Survey participants included a stratified random sample of 367 businesses and industries representing six Standard Industrial Categories: construction, manufacturing, transportation, wholesale/retail trade, finance, and services. Also included were random samples of 100 medical offices and law firms. The survey instrument contained 36 items soliciting relevant information, including the shorthand and typing skills required of secretaries, the methods used by employers to test typing speed, the weight employers give to the associate degree when making salary decisions, the type of documents produced most often on word processing equipment, the in-service training provided by employers, and anticipated increases or decreases in the hiring of 12 secretarial/clerical job classifications. The survey report, based on a 15% response rate, analyzes findings for each item and discusses implications. The questionnaire is appended. (JP)

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LOS ANGELES CITY COLLEGE

"Los Angeles County Office Survey"

Research Study #80-9

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Andrea Rudnitsky
Research Office
July 1980

JC 800 470

LOS ANGELES COUNTY OFFICE SURVEY

Although community colleges place strong emphasis on providing quality occupational training in the secretarial and office administration fields, their programs often lack the necessary articulation with the occupational market. Advances in technology have brought about changes in offices, and college curricula need to be evaluated and refined in light of these advancements. Making contact with business is essential. There is a need for two-way communication to not only keep occupational training programs up to date but also to make the business community aware of what the community colleges have to offer.

PURPOSE OF THE STUDY

The study was conducted by the writer with the help and cooperation of Dr. Ben Gold and the Los Angeles City College Research Office. The purpose was to survey business and industry in the geographical area served by the Los Angeles Community College District to assess the following:

1. skills requirements for entry-level secretarial and clerical workers
2. salary information for entry-level positions.
3. word processing equipment usage
4. evaluation of secretarial and clerical workers
5. trends for the future
6. community interest in enrolling in a community college business course or arranging on-site training programs

METHODOLOGY

Sample Selection

A stratified random sample of 367 businesses and industries was selected from the 1978 Chamber of Commerce Directory. (This was the latest edition available since the 1979 volume had just come off the press and was not for sale.) The sample was stratified by separating the firms into Standard Industrial (SIC) categories:

SIC Classification	No. of Firms in Sample
Construction	20
Manufacturing	205
Transportation	20
Wholesale/Retail Trade	49
Finance	21
Services	52
Total	367

The sample size selected was proportionate to the number of firms in each SIC listed in the Directory. Each category, or cell size, contained at least 20 firms. Example: 5% of the 17,585 listings were transportation firms; 5% of 350 = 17 (+3 to equal 20)

An additional random sample of 100 medical offices was selected from the 1978-79 L.A. County Medical Association Director of Members.

Another random sample of 100 legal offices was selected from the 1979 Parker Directory of Attorneys.

All firms in the sample were located in zip code areas within the Los Angeles Community College District boundary.

Instrumentation

After examining the content of questionnaires used in other office surveys and with the input of L.A. City College Office Administration Department faculty, the attached 36-item instrument was devised. A rough-

draft version and a pilot survey were distributed to several faculty members and business firms to test the questionnaire before the final draft was prepared.

The legal and medical program faculty requested that an additional open-ended questionnaire form be included to legal and medical offices. (See attached forms in Appendix B.)

Mailing

The first mailing was sent on November 14, 1979. The questionnaires were addressed to either the president or general manager of each firm with instructions to forward the survey to the appropriate person in his/her company. (See attached cover letter in Appendix B.)

Since the response rate was low, 15%, a follow-up mailing was sent four weeks later. The final response tally was as follows:

Nature of Business or Company	No. of Respondents
Communication/Utility	2
Construction	6
Finance	2
Insurance	5
Manufacturing	37
Real Estate	1
Service	13
Transportation	4
Wholesale/Retail Trade	13
Other	11
	94 = 26%
Medical	18 = 18%
Legal	15 = 15%
Total Respondents	127

Twenty-four questionnaires were returned by the post office as undeliverable (4%).

ANALYSIS OF THE DATA

The items on the questionnaire were pre-coded, and the responses

were punched on computer cards. Using the packaged computer program, Statistical Programs for the Social Sciences (SPSS), a printout of response frequencies on each item was obtained. These response frequencies are reported in Appendix A. In addition, cross-tabulations were run in order to specify the responses by type and size of business.

LIMITATIONS OF THE STUDY

There are two limitations of the study which restrict the generalizability of the findings. First, the response rate was fairly low, especially from the medical and legal offices. Second, the firms included in the survey were taken from those listed in directories, which means that not all offices in Los Angeles County were part of the survey.

SUMMARY OF MAJOR FINDINGS

Shorthand

Of the offices responding to the survey, 63% do not require the ability to take shorthand for secretarial jobs; 37% do require shorthand. Although the differences among types of firms were not significant, there were offices in several categories that most often reported not requiring shorthand: Construction, Insurance, Law, Manufacturing, Medical, and Service. Of those businesses that reported requiring shorthand, the speed requirement was 80 words per minute for 4-5 minutes for the majority of respondents.

Typewriting

The majority of respondents reported that they require a typewriting speed of 50-59 words a minute for entry-level secretaries. Law offices reported the highest speed requirements for typewriting. More than half (60%) of the respondents give a typewriting test to job applicants

seeking secretarial positions. The majority of the typewriting tests are 5-minute timed writings which are scored by Net Words per Minute (penalty for each error subtracted from the total words typed).

Salaries

25% of the respondents reported an entry-level salary of $800-900 monthly for secretaries; 24% reported $700-800 monthly. The remaining respondents reported a wide range of salaries--from less than $500 monthly (N=2) to $1,201-1,400 monthly (N=4). The salaries for clerical workers were approximately $100-200 less per month than those for secretaries according to the majority of the offices responding. The Highest salaries for secretaries were reported by Law and Transportation firms, the lowest, Construction and Service. When asked whether they offer higher salaries to employees who hold A.A. degrees than to those without post-secondary degrees, 75% reported that they do not.

Word Processing

Of the offices responding, 73% reported that they do not use automatic typewriting equipment (word processing). Communication/ Utility, Finance, Insurance, Law, Manufacturing, Medical, Real Estate, Service, and Wholesale/Retail firms were included in the 27% that reported using word processing equipment. The typewriting speeds reported for word processing operators ranged from 60-70 words per minute for the majority of respondents. The type of work most often produced on word processing equipment was form letters. Salaries for word processing operators (entry-level) were between $800-1,000 monthly for the majority of firms.

Future Trends

When asked whether they anticipated an increase, decrease, or no

change in the number of employees working in any of 12 given office jobs, the only job title expected to increase was that of clerk/clerk typist. No change was expected in the numbers of employees working in the other 11 job titles.

The majority of respondents (61%) reported that they were uncertain as to whether their office employees would be interested in enrolling in a class at a community college to upgrade their office skills. 12% responded positively to this item.

The complete details of the survey's findings are available by contacting the writer at Los Angeles City College.

IMPLICATIONS OF THE FINDINGS FOR EDUCATION

From the responses obtained in this survey, it appears that the ability to take shorthand is not a widespread requirement for entry-level secretarial positions. In those instances where it is required, the speed of dictation is fairly low; i.e. 80 words a minute. Office Administration departments might want to reconsider their requirements of three semesters of shorthand for their career majors since it seems that the higher shorthand speeds are not in demand.

The salaries for secretaries and clerical workers have remained at low levels. This is an area which can, perhaps, be influenced by the community colleges. Students should be encouraged to seek the highest salaries possible, and employers should be advised by Office Administration departments that they need to raise salaries in order to attract the best-qualified workers.

Business and industry office employees represent an untapped source of enrollment for community colleges. Since the majority of firms expressed

uncertainty about their employees' interest in upgrading their office skills, it might be profitable if the community colleges actively solicited enrollment through publicity and by invitation.

RECOMMENDATIONS

This survey should be conducted on a more widespread basis, including larger numbers of firms to that the findings are more generalizable and reliable. Also, it would be most beneficial to faculty and students if this type of survey were repeated at regular time intervals in order to assess changes, keep abreast of the latest developments, and maintain a closer relationship with the business community served by the Los Angeles Community College District.

Andrea Rudnitsky, July 1980

APPENDIX A

SUMMARY OF RESPONSE FREQUENCIES IN PERCENTAGES

APPENDIX A

SUMMARY OF RESPONSE FREQUENCIES

1. What is the nature of your business or company? (please check one)

(N=127)	%		%
Communication/Utility	(1.6)	Medical	(14.2)
Construction	(4.7)	Real Estate	(0.8)
Finance	(1.6)	Service	(10.2)
Insurance	(3.9)	Transportation	(3.1)
Law	(11.8)	Wholesale/Retail Trade	(10.2)
Manufacturing	(29.1)	Other (please specify)	(8.7)

2. Approximately how many employees work for your organization at this Location?

(N=127)	%
Less than 10 employees	(19.7)
10 to 25 employees	(14.2)
26 to 50 employees	(21.3)
51 to 150 employees	(20.5)
151 to 500 employees	(15.7)
More than 500 employees	(8.7)

3. Approximately what percentage of your total employees at this location are secretarial and clerical employees?

(N=126)	%
Fewer than 10 percent	(35.7)
11 to 19 percent	(19.8)
20 to 29 percent	(9.5)
30 to 39 percent	(8.7)
40 to 49 percent	(10.3)
50 percent or more	(15.9)

4. Approximately what percentage of your total secretarial and clerical employees are males?

(N=126)	%
None	(45.2)
1 to 2 percent	(23.8)
3 to 5 percent	(7.1)
6 to 10 percent	(11.1)
More than 10 percent	(12.7)

5. Approximately what percentage of your records are on microfilm or microfiche?

(N=126)	%
None	(81.0)
1 to 20 percent	(13.5)
21 to 50 percnet	(2.4)
51 to 80 percent	(1.6)
More than 80 percent	(0.0)
Uncertain	(1.6)

B. SKILL REQUIREMENTS AND SALARY INFORMATION

6. Do you require the ability to take shorthand for secretarial positions?
(N=125)

Yes	(36.8)	Please also answer questions 7 through 11
no	(63.2)	Please skip to Question 12

7. What is the shorthand speed requirement for entry-level secretaries?
(N=51)

	%
No requirement for shorthand speed	(19.6)
Less than 60 words per minute	(9.8)
60 to 70 words per minute	(23.5)
80 words per minute	(27.5)
90 words per minute	(9.8)
100 words per minute	(7.8)
110 words per minute or higher	(2.0)

8. Does your company give shorthand skill test to job applicants seeking secretarial positions?
(N=53)

Yes	(43.4)	
No	(56.6)	Please skip to question 10

9. If yes, for what length of time is the dictation portion of the test?
(N=23)

	%
No specific length of time	(21.7)
Less than 2 minutes	(4.3)
2 to 3 minutes	(34.8)
4 to 5 minutes	(39.1)
More than 5 minutes	(0.0)

10. Approximately what percentage of your secretaries' time is devoted to shorthand use?
(N=50)

	%
10 percent or less	(66.0)
11 to 25 percent	(30.0)
26 to 50 percent	(4.0)
More than 50 percent	(0.0)
Uncertain	(0.0)

11. Do you prefer the ability to take shorthand over the ability to take machine dictation (for example, Dictaphone)?
(N=52)

	%
No preference--either skill is acceptable for entry-level secretaries	(28.8)
Prefer prospective secretaries to know shorthand	(44.2)
Prefer prospective secretaries to know how to operate equipment	(5.8)
Prefer <u>both</u> shorthand and machine dictation skills	(21.2)

12. What is the typewriting speed requirement for entry-level <u>secretarial</u> workers?
(N=119)

	%
No requirement for typewriting speed	(15.1)
Less than 35 words per minute	(1.7)
35 to 39 words per minute	(2.5)

(continued)

40 to 44 words per minute	(11.8)
45 to 49 words per minute	(16.0)
50 to 59 words per minute	(27.7)
60 to 65 words per minute	(17.6)
More than 65 words per minute	(7.6)

13. Does your company give a typewriting test to job applicants seeking secretarial positions?
(N=124)

Yes	(59.7)	Please answer Questions 14 through 16
No	(40.3)	Please skip to Question 17

14. If yes, for what length of time is the typewriting test?
(N=71)

	%
1 to 2-minute timed writing	(7.0)
3 to 4-minute timed writing	(14.1)
5-minute timed writing	(50.7)
6 to 10-minute timed writing	(16.9)
Other (please specify)	(11.3)

15. What is the maximum number of errors allowed on the typewriting test?
(N=62)

	%
No errors allowed	(4.8)
1 to 2 errors	(33.9)
3 to 4 errors	(29.0)
5 errors	(29.0)
More than 5 errors (please specify)	(3.2)

16. What method is used to score the typewriting test?
(N=66)

	%
Gross words per minute (speed and errors are counted and reported separately)	(33.3)
Net words per minute (penalty for each error subtracted from the total words typed)	(37.9)
Words per minute with error cutoff (maximum number of allowable errors is pre-set)	(15.2)
Other (please specify)	(13.6)

17. What is the usual number of carbon copies a secretary is asked to make for each piece of correspondence?
(N=121)

	%
No carbon copies	(31.4)
1 to 2	(50.4)
3 to 4	(14.0)
More than 4	(1.7)
Uncertain	(2.5)

18. What is the entry-level salary for secretaries in your company?
(N=122)

	%		%
Less than $500 monthly	(1.6)	$901 to $1,000 monthly	(17.2)
$500 to $600 monthly	(8.2)	$1,001 to $1,200 monthly	(9.8)
$601 to $700 monthly	(10.7)	$1,201 to $1,400 monthly	(3.3)
$701 to $800 monthly	(23.8)	$1,401 to $1,500 monthly	(0.0)
$801 to $900 monthly	(25.4)	More than $1,500 monthly	(0.0)

19. What percentage of secretarial workers are promoted to managerial positions within your company?

(N=120)

	%
None	(47.5)
1 to 5 percent	(35.0)
6 to 10 percent	(8.3)
11 to 20 percent	(2.5)
More than 20 percent	(6.7)

20. What is the entry-level salary for clerical workers in your company?

(N=118)

	%		%
Less than $500 monthly	(3.4)	$901 to $1,000 monthly	(4.2)
$501 to $600 monthly	(16.9)	$1,001 to $1,200 monthly	(2.5)
$601 to $700 monthly	(27.1)	$1,201 to $1,400 monthly	(0.8)
$701 to $800 monthly	(26.3)	$1,401 to $1,500 monthly	(0.0)
$801 to $900 monthly	(18.6)	More than $1,500 monthly	(0.0)

21. Do you offer higher salaries to new employees who hold Associate in Arts (A.A.) degrees in office subjects than to those without post-secondary degrees?

(N=117)

	%
Yes	(24.8)
No	(75.2)

C. WORD PROCESSING

22. Does your company use automatic typewriting equipment (word processing equipment)?

(N=124)

Yes	(27.4)	Please answer Questions 23 through 29
No	(72.6)	Please skip to Question 30

23. What type of media does the majority of your automatic typewriting equipment use? Please also indicate the brand name. (Please check only one)

(N=30)

	%
Cassette tape	(23.3)
Disk/diskette	(33.3)
Internal memory	(23.3)
Magnetic card	(20.0)
Magnetic tape	(0.0)
Other (please specify)	(0.0)

24. What is the typewriting speed requirement for persons employed to operate automatic typewriting equipment?

(N=32)

	%
No typewriting speed requirement	(6.3)
Less than 40 words per minute	(0.0)
40 to 49 words per minute	(18.8)
50 to 59 words per minute	(15.6)
60 to 69 words per minute	(28.1)
70 words per minute or higher	(31.3)

25. Of all the work produced on your automatic typewriting equipment, which one of the following types of documents is produced most often within your company? (Please check only one)

(N=28)

	%		%
Business forms	(0.0)	Legal documents	(28.6)
Contracts and agreements	(3.6)	Reports	(10.7)
Financial statements	(0.0)	Statistical data	(3.6)
Form letters	(35.7)	Other (please specify)	(7.1)
General correspondence	(10.7)		

26. How many word processing employees do you have?

(N=34)

	%
1 to 5 employees	(61.8)
6 to 10 employees	(8.8)
11 to 15 employees	(5.9)
16 to 20 employees	(2.9)
More than 20 employees	(20.6)

27. What percentage of your word processing employees are males?

(N=33)

	%
None	(63.6)
1 to 2 percent	(18.2)
3 to 5 percent	(6.1)
6 to 10 percent	(0.0)
More than 10 percent	(12.1)

28. What is the salary for entry-level word processing employees?

(N=32)

	%		%
Less than $800 monthly	(18.8)	$1,001 to $1,200 monthly	(21.9)
$801 to $900 monthly	(28.1)	$1,201 to $1,400 monthly	(6.3)
$901 to $1,000 monthly	(25.0)	More than $1,400 monthly	(0.0)

29. What percentage of your word processing operators are promoted to supervisorial positions?

(N=28)

	%
None	(42.9)
1 to 5 percent	(39.3)
6 to 10 percent	(3.6)
11 to 20 percent	(14.3)
More than 20 percent	(0.0)

D. EVALUATION OF EMPLOYEES AND TRANDS FOR THE FUTURE

30. For each of the following job titles, please indicate whether your company anticipates an increase, a decrease, or the same number of employees in your company in the next three to five years.

		Increase	Decrease	No Change	Uncertain
		%	%	%	%
N=108	Acct. Clerk/Bkpr	(34.3)	(1.9)	(54.6)	(9.3)
N= 94	Admin./Exec Secretary	(33.0)	(0.0)	(60.6)	(6.4)
N= 73	Automatic typewriter/ word proc. opr.	(35.6)	(0.0)	(47.9)	(16.4)

		Increase	Decrease	No Change	Uncertain
		%	%	%	%
N= 70	Bilingual Secretary	(15.7)	(0.0)	(67.1)	(17.1)
N= 96	Clerk/clerk typist	(44.8)	(2.1)	(44.8)	(8.3)
N= 82	File Clerk	(24.4)	(7.3)	(58.5)	(9.8)
N= 71	Legal Asst./Secretary	(15.5)	(1.4)	(66.2)	(16.9)
N= 67	Medical Asst./Secretary	(4.5)	(0.0)	(77.6)	(17.9)
N= 85	Office Manager	(9.4)	(1.2)	(83.5)	(5.9)
N= 91	Receptionist	(17.6)	(2.2)	(74.7)	(5.5)
N= 94	Secretary	(39.4)	(1.1)	(55.3)	(4.3)
N= 73	Stenographer	(16.4)	(2.7)	(67.1)	(13.7)
N= 66	Transcribing Machine Opr.	(12.1)	(3.0)	(72.7)	(12.1)
	Other (please specify	(0.0)	(0.0)	(0.0)	(0.0)

31. Where did most of your office workers receive their training?
(N=98)

	%
High school	(48.0)
Community/junior college	(22.4)
Four-year school	(1.0)
Private business school	(5.1)
Other (please specify)	(12.2)
Unknown	(11.2)

32. Please indicate how you would rate your secretarial workers in the following areas in relation to their performance on the job.

	Poor	Average	Good	Excellent
Ability in communication skills	(3.5)	(30.1)	(41.6)	(24.8)
Ability in English	(7.9)	(24.6)	(40.4)	(27.2)
Ability to learn job quickly	(0.8)	(22.5)	(45.0)	(31.5)
Ability in mathematics	(9.3)	(38.9)	(39.8)	(12.0)
Ability to meet deadlines	(1.8)	(25.9)	(42.0)	(30.4)
Ability to work independently	(3.6)	(26.8)	(42.0)	(27.7)
Accuracy in performing work	(2.7)	(27.7)	(45.5)	(24.1)
Knowledge of company procedure	(4.4)	(21.2)	(54.0)	(20.4)
Organization of time	(4.5)	(33.6)	(45.5)	(16.4)
Problem-solving ability	(9.1)	(39.1)	(37.3)	(14.5)
Resourcefulness in obtaining info.	(6.3)	(31.3)	(44.6)	(17.9)
Supervisory/leadership ability	(11.1)	(45.4)	(34.3)	(9.3)

33. Does your company provide in-service training to help upgrade the skills of your secretarial and clerical workers?
(N=120)

Yes (45.8) No (45.8) Uncertain (8.3)

34. Would your office employees be interested in enrolling in a class at a community college to upgrade their office skills?
(N=119)

Yes (12.6) No (26.9) Uncertain (60.3)

APPENDIX B

SURVEY FORMS

Los Angeles City College 855 North Vermont Avenue / Los Angeles Ca 90029 / Telephone: (213) 663 9141

November 9, 1979

WE NEED YOUR HELP!

Our curricula for secretarial and clerical office workers need to be updated to meet the present demands of business and industry.

As a member of the Los Angeles business community, you can help us to better serve you by filling out the enclosed questionnaire. It takes only 10-15 minutes and will give us the facts we need to prepare our students for the future.

Please forward this office survey to the appropriate person in your company and encourage him/her to respond promptly. Thank you in advance for your cooperation.

Sincerely,

Ben K. Gold

Dr. Ben Gold
Research Office

Andrea Rudnitsky

Andrea Rudnitsky, Associate Professor
Office Administration Department

BG:ir

P.S. The numbers found on the questionnaire are used only for the processing of your answers; your company's name will remain anonymous.

LOS ANGELES COUNTY OFFICE SURVEY

SPONSORED BY THE LOS ANGELES COMMUNITY COLLEGE DISTRICT

GENERAL INSTRUCTIONS: Either a pen or pencil may be used to complete this questionnaire. Most of the questions may be answered by placing an "X" in the parentheses beside the appropriate answer; other questions ask you to write in answers. Disregard the small numbers to the right of the parentheses; they are included only to assist the processing of your answers.

A. GENERAL INFORMATION

1. What is the nature of your business or company? (please check one) 4-5

Communication/Utility.	( )01	Medical	( )07
Construction	( )02	Real Estate	( )08
Finance.	( )03	Service	( )09
Insurance	( )04	Transportation.	( )10
Law.	( )05	Wholesale/Retail Trade.	( )11
Manufacturing.	( )06	Other (please specify)_____	12

2. Approximately how many employees work for your organization at this location:

Less than 10 employees	( )1
10 to 25 employees	( )2
26 to 50 employees	( )3
51 to 150 employees	( )4
151 to 500 employees	( )5
More than 500 employees	( )6

3. Approximately what percentage of your total employees at this location are secretarial and clerical employees?

Fewer than 10 percent	( )1
11 to 19 percent	( )2
20 to 29 percent	( )3
30 to 39 percent	( )4
40 to 49 percent	( )5
50 percent or more	( )6

4. Approximately what percentage of your total secretarial and clerical employees are males?

None	( )1
1 to 2 percent	( )2
3 to 5 percent	( )3
6 to 10 percent	( )4
More than 10 percent	( )5

5. Approximately what percentage of your records are on microfilm or microfiche?

None	( )1
1 to 20 percent	( )2
21 to 50 percent	( )3
51 to 80 percent	( )4
More than 80 percent	( )5
Uncertain	( )6

B. SKILL REQUIREMENTS AND SALARY INFORMATION

6. Do your require the ability to take shorthand for secretarial positions?

Yes ( )1 Please also answer Questions 7 through 11
No ( )2 Please skip to Question 12

7. What is the shorthand speed requirement for entry-level secretaries?

No requirement for shorthand speed	( )1
Less than 60 words per minute	( )2
60 to 70 words per minute	( )3
80 words per minute	( )4
90 words per minute	( )5
100 words per minute	( )6
110 words per minute or higher	( )7

8. Does your company give a shorthand skill test to job applicants seeking secretarial positions?

_____	Yes	( )1
	No	( )2 Please skip to Question 10

9. If yes, for what length of time is the dictation portion of the test?

No specific length of time	( )1
Less than 2 minutes	( )2
2 to 3 minutes	( )3
4 to 5 minutes	( )4
More than 5 minutes (please specify _____ minutes)	5

10. Approximately what percentage of your secretaries' time is devoted to shorthand use?

10 percent or less	( )1
11 to 25 percent	( )2
26 to 50 percent	( )3
More than 50 percent	( )4
Uncertain	( )5

11. Do you prefer the ability to take shorthand over the ability to take machine dictation (for example, Dictaphone)?

No preference--either skill is acceptable for entry-level secretaries	( )1
Prefer prospective secretaries to know shorthand	( )2
Prefer prospective secretaries to know how to operate dictation equipment	( )3
Prefer <u>both</u> shorthand and machine dictation skills	( )4

12. What is the typewriting speed requirement for entry-level <u>secretarial</u> workers?

No requirement for typewriting speed	( )1
Less than 35 words per minute	( )2
35 to 39 words per minute	( )3
40 to 44 words per minute	( )4
45 to 49 words per minute	( )5
50 to 59 words per minute	( )6
60 to 65 words per minute	( )7
More than 65 words per minute (please specify _____ words per minute	8

13. Does your company give a typewriting test to job applicants seeking secretarial positions?

Yes	( )1 Please answer Questions 14 through 16
No	( )2 Please skip to Question 17

14. If yes, for what length of time is the typewriting test?

1 to 2-minute timed writing	( )1
3 to 4-minute timed writing	( )2
5-minute timed writing	( )3
6 to 10-minute timed writing	( )4
Other (Please specify _____ minutes)	5

15. What is the maximum number of errors allowed on the typewriting test?

No errors allowed	( )1
1 to 2 errors	( )2
3 to 4 errors	( )3
5 errors	( )4
More than 5 errors (please specify _____ errors)	5

16. What method is used to score the typewriting test?

Gross words per minute (speed and errors are counted and reported separately)	( )1
Net words per minute (penalty for each error subtracted from the total words typed)	( )2
Words per minute with error cutoff (maximum number of allowable errors is pre-set	( )3
Other (please specify)_____	4

17. What is the usual number of carbon copies a secretary is asked to make for each piece of correspondence?

No carbon copies	( )1
1 to 2	( )2
3 to 4	( )3
More than 4	( )4
Uncertain	( )5

18. What is the entry-level salary for secretaries in your company?

Less than $500 monthly	( )01	$901 to $1,000 monthly	( )06
$500 to $600 monthly	( )02	$1,001 to $1,200 monthly	( )07
$601 to $700 monthly	( )03	$1,201 to $1,400 monthly	( )08
$701 to $800 monthly	( )04	$1,401 to $1,500 monthly	( )09
$801 to $900 monthly	( )05	More than $1,500 monthly	( )10

19. What percentage of secretarial workers are promoted to managerial positions within your company?

None	( )1
1 to 5 percent	( )2
6 to 10 percent	( )3
11 to 20 percent	( )4
More than 20 percent	( )5

20. What is the entry-level salary for clerical workers in your company?

Less than $500 monthly	( )01	$901 to $1,000 monthly	( )06
$500 to $600 monthly	( )02	$1,001 to $1,200 monthly	( )07
$601 to $700 monthly	( )03	$1,201 to $1,400 monthly	( )08
$701 to $800 monthly	( )04	$1,401 to $1,500 monthly	( )09
$801 to $900 monthly	( )05	More than $1,500 monthly	( )10

21. Do you offer higher salaries to new employees who hold Associate in Arts (A.A.) degrees in office subjects than to those without post-secondary degrees?

Yes	( )1
No	( )2

C. WORD PROCESSING

22. Does your company use automatic typewriting equipment (word processing equipment)?

Yes	( )1 Please answer Questions 23 through 29
No	( )2 Please skip to Question 30

23. What type of media does the majority of your automatic typewriting equipment use? Please also indicate the brand name. (Please check only one)

Cassette tape	( )1	Brand name:_____
Disk/diskette	( )2	Brand name:_____
Internal memory	( )3	Brand name:_____
Magnetic card	( )4	Brand name:_____
Magnetic tape	( )5	Brand name:_____
Other (please specify) _____	( )6	Brand name:_____

24. What is the typewriting speed requirement for persons employed to operate automatic typewriting equipment?

No typewriting speed requirement	( )1
Less than 40 words per minute	( )2
40 to 49 words per minute	( )3
50 to 59 words per minute	( )4
60 to 69 words per minute	( )5
70 words per minute or higher	( )6

25. Of all the work produced on your automatic typewriting equipment, which one of the following types of documents is produced most often within your company? (Please check only one)

Business forms	( )1	Legal documents	( )6
Contracts and agreements	( )2	Reports	( )7
Financial statements	( )3	Statistical data	( )8
Form letters	( )4	Other (please specify) _____	( )9
General correspondence	( )5		

26. How many word processing employees do you have?

1 to 5 employees	( )1
6 to 10 employees	( )2
11 to 15 employees	( )3
16 to 20 employees	( )4
More than 20 employees	( )5

27. What percentage of your word processing employees are males?

None	( )1
1 to 2 percent	( )2
3 to 5 percent	( )3
6 to 10 percent	( )4
More than 10 percent	( )5

28. What is the salary for entry-level word processing employees?

Less than $800 monthly	( )1	$1,001 to $1,200 monthly	( )4
$800 to $900 monthly	( )2	$1,201 to $1,400 monthly	( )5
$901 to $1,000 monthly	( )3	More than $1,400 monthly	( )6

29. What percentage of your word processing operators are promoted to supervisorial positions?

None	( )1
1 to 5 percent	( )2
6 to 10 percent	( )3
11 to 20 percent	( )4
More than 20 percent	( )5

EVALUATION OF EMPLOYEES AND TRENDS FOR THE FUTURE

30. For each of the following job titles, please indicate whether your company anticipates an increase, a decrease, or the same number of employees in your company in the next three to five years.

	Increase	Decrease	No Change	Uncertain
Accounting clerk/bookkeeper	( )1	( )2	( )3	( )4
Administrative/executive secretary	( )1	( )2	( )3	( )4
Automatic typewriter/word processing operator	( )1	( )2	( )3	( )4
Bilingual secretary	( )1	( )2	( )3	( )4
Clerk/clerk typist	( )1	( )2	( )3	( )4
File clerk	( )1	( )2	( )3	( )4
Legal assistant/secretary	( )1	( )2	( )3	( )4
Medical assistant/secretary	( )1	( )2	( )3	( )4
Office manager	( )1	( )2	( )3	( )4
Receptionist	( )1	( )2	( )3	( )4
Secretary	( )1	( )2	( )3	( )4
Stenographer	( )1	( )2	( )3	( )4
Transcribing machine operator	( )1	( )2	( )3	( )4
Other (please specify) _____	( )1	( )2	( )3	( )4

31. Where did most of your office workers receive their training?

High school	( )1
Community/junior college	( )2
Four-year school	( )3
Private business school	( )4
Other (please specify) _____	( )5
Unknown	( )6

32. Please indicate how you would rate your secretarial workers in the following areas in relation to their performance on the job.

	Poor	Average	Good	Excellent
Ability in communication skills	( )1	( )2	( )3	( )4
Ability in English	( )1	( )2	( )3	( )4
Ability to learn job quickly	( )1	( )2	( )3	( )4
Ability in mathematics	( )1	( )2	( )3	( )4
Ability to meet deadlines	( )1	( )2	( )3	( )4
Ability to work independently	( )1	( )2	( )3	( )4
Accuracy in performing work	( )1	( )2	( )3	( )4
Knowledge of company procedure	( )1	( )2	( )3	( )4
Organization of time	( )1	( )2	( )3	( )4
Problem-solving ability	( )1	( )2	( )3	( )4
Resourcefulness in obtaining information	( )1	( )2	( )3	( )4
Supervisory/leadership ability	( )1	( )2	( )3	( )4

33. Does your company provide in-service training to help upgrade the skills of your secretarial and clerical workers?

Yes ( )1 No ( )2 Uncertain ( )3

34. Would your office employees be interested in enrolling in a class at a community college to upgrade their office skills?

Yes ( )1 No ( )2 Uncertain ( )3

35. Would you like to receive a copy of the results of this survey? If so, please write your company's name and address here.

_____
name of recipient

_____
name of company

_____
address

_____
city, state, zip code

36. Please use this space for comments or suggestions about the training of future office workers which would be helpful to the teachers of office subjects.

Thank you for your cooperation

Please return the survey in the envelope provided to:
Research Office, Los Angeles City College
855 N. Vermont Avenue
Los Angeles, CA 90029

LEGAL OFFICES ONLY

Your answers to the following questions will be used to bring our legal secretarial training programs up to date on the requirements of Los Angeles County legal offices.

1. What is your area of specialization?

2. Please indicate those job titles used by your office to describe the various types of office workers. Check as many as are applicable.

Legal Assistant (Paralegal)	( )
Legal Secretary	( )
Legal Trainee	( )
Legal Transcriber	( )
Legal Typist	( )
Other (please specify)_____	
Other (please specify)_____	

3. What are the entry-level skill requirements for a Legal Secretary?

4. What are the entry-level skill requirements for a Legal Trainee?

5. What are the entry-level skill requirements for a Legal Transcriber?

6. What are the entry-level skill requirements for a Legal Typist?

THANK YOU FOR YOUR COOPERATION

Please return the survey in the envelope provided to:

Research Office
Los Angeles City College
855 N. Vermont Avenue
Los Angeles, CA 90029

MEDICAL OFFICES ONLY:

Your answers to the following questions will be used to bring our medical secretarial training programs up to date on the requirements of Los Angeles County medical offices.

1. What is your area of practice?

2. Please indicate those job titles used by your office to describe the various types of office workers. Check as many as are applicable.

Medical Assistant . . . . . ( )
Medical Secretary . . . . . ( )
Medical Billing Clerk . . . . . ( )
Medical Receptionist . . . . . ( )
Medical Transcriber . . . . . ( )
Other (please specify) _____ ( )
Other (please specify) _____ ( )

3. What are the entry-level skill requirements for Medical Assistants?

4. What are the entry-level skill requirements for Medical Secretaries?

5. What are the entry-level skill requirements for Medical Receptionists?

THANK YOU FOR YOUR COOPERATION

Please return the survey in the envelope provided to:
Research Office, Los Angeles City College
855 N. Vermont Avenue
Los Angeles, CA 90029

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